



Lancaster Cleft Palate Clinic

ANNUAL REPORT 2022-2023



GROWING A BRIGHT FUTURE,
TOGETHER

[CLEFTCLINIC.ORG](https://cleftclinic.org)

FROM THE EXECUTIVE DIRECTOR

GROWING AS A FAMILY

It has been another eventful year at the Clinic. When I look back at all that we have accomplished, I am excited to see how we have grown as a “team family” of providers in order to better serve our deserving patients and families. Earlier this year, we welcomed Lauren Madhoun, a feeding specialist, and Krista Kirchner, our newest speech pathologist. Both are incredibly talented women with PhDs who bring a wealth of knowledge and experience to the Clinic in their respective fields. You will have the opportunity to learn more about their expertise in this publication.



We completed our strategic planning process, establishing four goals to address over the next three to five years: 1) To enhance community engagement and awareness of craniofacial care, 2) expand our research program, 3) continue to strengthen the Clinic’s financial health, and 4) provide enrichment and professional growth opportunities for our talented practitioners and staff.

We are also settling into our amazing facility. When we kicked off our Capital Campaign and Clinic renovations in 2020, our goal was to grow and enhance the quality and availability of care opportunities for our patients with craniofacial and other special health care needs. Since then, we have “hit it out of the park” in terms of meeting those goals.

Our team has also established an active Parent Council, open to any team parent or guardian who wishes to help with event planning and creating networking opportunities for our families. This group has already hosted two playground activities for young children. We have also grown our Development Committee, which is responsible for community awareness and advising the Clinic about fundraising opportunities. Some of their notable accomplishments include a sip and stroll event called Celebrating Smiles as part of Lancaster’s First Friday, and an evening with the Lancaster Barnstormer’s for Cleft and Craniofacial Awareness Month at Clipper Stadium.

We treasure the success that we’ve had to bring the best care possible to our patients. Thank you for supporting this journey!



Sincerely,

A handwritten signature in black ink that reads "Elizabeth K. Prada".

Liz Prada, DMD, MPH
Executive Director and Pediatric Dentist

BY THE NUMBERS | 2022-2023

PATIENT STATISTICS & FINANCIAL CHANGES



NEW PATIENTS

	2022	2023
Craniofacial Team	74	89
Other Services*	749	949
Total New Patients	823	1,038

*Includes Speech, Audiology, Dental and Orthodontic

Average insurance reimbursement rate:
54%

Federal and state support, grants, and donations cover the other 46%.



6,678

PATIENTS SEEN

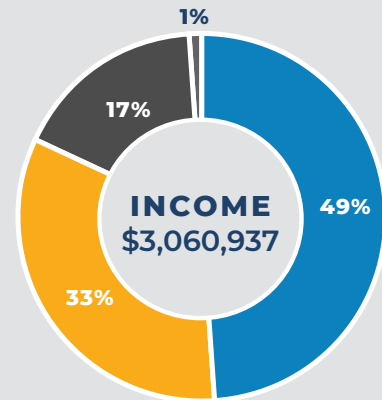
3% OVER FY 2022

PATIENT VISITS
18% INCREASE

FY 2022	11,178
FY 2023	13,154

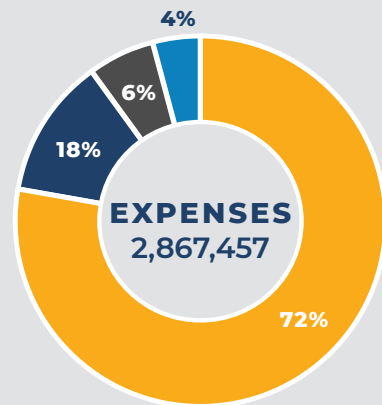


Income Up 19% OVER FY 2022



- Patient Insurance and Fees for Service, Including Medicaid
- Foundation Grants and Fundraising
- Federal and State Support
- Research Grants

Expenses Up 10% OVER FY 2022



- Patient Services
- Administrative
- Fundraising/Communications
- Building Maintenance/Utilities

ENDOWMENTS

Type of Endowment	Beginning Balance	Ending Balance	% Growth
Restricted	\$1,992,385	\$2,149,068	+7.3%
Unrestricted	\$3,342,342	\$3,714,350	+10%



GROWING IN GENEROSITY

**Deanna Meyler, PhD,
Director of Development**

This year has been an exciting time of growth for the Clinic. We have watched our patient population, staff, volunteers, and culture of giving all grow. Each plays an important role in helping us establish a financially healthy future.

One especially exciting change has been the reestablishment of the Development Committee. This wonderful group of volunteers supports Clinic financial success through their time and talent. Community members, board members, and staff meet monthly to plan and help bring fundraisers to life. Being newer to the team, I can honestly say that our financial success is due in large part to these committed people.

We are honored to experience how our community of patients and their families, volunteers, staff, and friends give to the Clinic as a habit, a way of life and it is beautiful. Without you, the Clinic would not exist. You are an important part of our care team.

This year, patients and staff gave their art to help raise funds during our first Celebrating Smiles event. Volunteers made fundraisers possible with their time and talent. Families organized events to meet and support one another. Friends, like you, gave generously during the 2022 Lancaster County Community Foundation ExtraGive event, the 2023 Give Local York event, and our annual fundraising appeal that is still in progress.

More is coming in the year ahead and I can't wait to share it all with you. I may be a newer team member, but together, we can make brighter futures possible for thousands of children across Central Pennsylvania.

Today, the Donald B. and Dorothy L. Stabler Foundation is matching every gift, dollar-for-dollar, up to \$100,000. We have already raised \$58,207!

Thank you for being part of our care team!



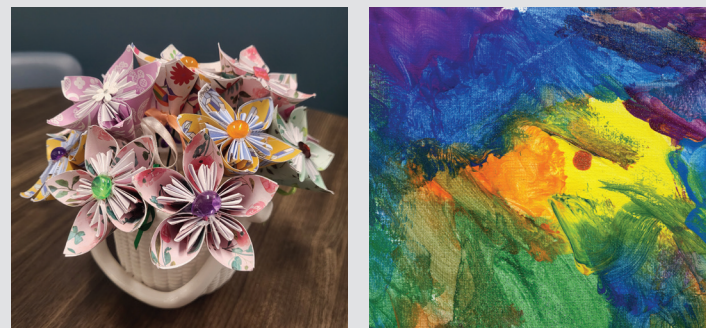
GROWING A CULTURE OF COMMUNITY

July is National Cleft and Craniofacial Awareness and Prevention Month. To celebrate, we invited our patient families to join us at a Lancaster Barnstormers game! Our patients were treated to a behind-the-scenes tour and invited onto the field ahead of the game to meet the players, coach, and throw out the first pitch. A portion of tickets sold in our dedicated section was donated back to the Clinic to support patient care! In August, we also held our first public event since the pandemic, Celebrating Smiles. We displayed donated patient artwork at the Clinic as part of Lancaster's First Friday and auctioned the pieces to raise funds to support patient care.

GATHERING AT BARNSTORMERS



CELEBRATING SMILES EVENT



GROWING THROUGH ADVERSITY



Dr. Mackay and Zaidyn

When Amanda went in for an ultrasound of her first child, Zaidyn, she heard unexpected news. The doctors told Amanda that it was possible Zaidyn had a cleft lip or palate but at the time, they couldn't be sure.

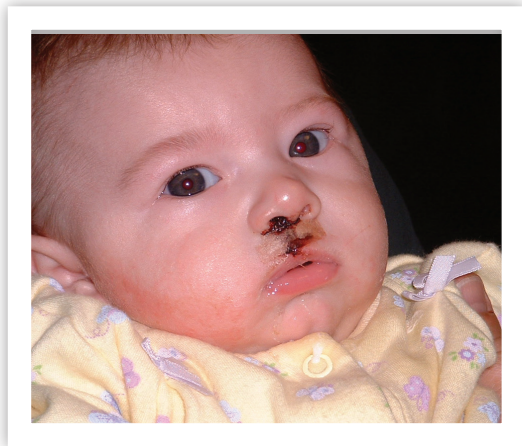
"They told me there was a shadow over her face," Amanda remembered. "The location of the cleft wasn't clear."

But it soon became evident, when Zaidyn was born with a cleft lip that extended slightly into her nose. "I was scared and nervous," Amanda recounted. "I didn't know what to expect because I didn't know much about clefts."

The NICU doctor connected Amanda with the Lancaster Cleft Palate Clinic, and Zaidyn had her first surgery when she was three months old. It was performed by Dr. Mackay. Understandably, Zaidyn had a difficult time eating immediately following the surgery, but once she healed, she adjusted very well. "We haven't had many problems," Amanda said. "And our friends and family members loved her immediately." Family and friends adored and accepted Zaidyn just the way she was, with her cleft lip and her additional diagnosis of cerebral palsy.

Perhaps it was this early foundation of acceptance, love, and support that helped Zaidyn become the bright and confident fifteen-year-old she is today. Neither her cleft, nor her cerebral palsy, have been able to dampen her spirit or her dreams. Not even on her first day of kindergarten, when Amanda visited the class to explain to the students everything Zaidyn has been through and why she had surgeries and a wheelchair.

"I would tell my friends to keep an open mind," Zaidyn shared, and many of the good friends she made early on remain her faithful friends today.



Zaidyn's first surgery was followed by another. She had her nose reconstructed on one side, and she has also had braces and teeth extracted due to dental crowding. And the Clinic's careful dental work paid off. "Her teeth look very nice now," Amanda said.

Zaidyn has the option to get another surgery that is sometimes used to improve symmetry and alignment of tissue at the site of the cleft, but for the time being, she's decided to forgo it as she isn't having any problems. Instead, Zaidyn has turned her attention towards educating and inspiring her peers as she considers what she'd like to do in the future.

"I want to make YouTube videos about life with cerebral palsy," she said. "And I like to paint in my free time." Her creativity has filled her home and her artwork adorns the walls. It is a testament to her growth and her joy.

Zaidyn reflected on her experience as a patient at the Clinic. "The staff was very nice and helpful," she said. "I wasn't nervous at all because I knew that I was in good hands."

She has a special relationship with Dr. Mackay in particular, as he performed her very first surgery, and she will miss seeing him at the Clinic. Amanda referred to him as "one of Zaidyn's favorite doctors."

"He is kind-hearted," Zaidyn said. "He always took the time to explain things to me and make sure I knew what was going on. He was like family."



GROWING

OUR SPEECH-LANGUAGE PATHOLOGY TEAM

Our Speech-Language Pathology team grew significantly in the last year. Krista Kirchner, PhD, CCC and Lauren Madhoun, PhD, MS, CCC-SLP joined our team. They both bring important skills, as well as enthusiasm, to our patients and Team approach to care.

What Brings You to This Work?



Krista: I have dedicated my research and career to identifying early communication delays and addressing the unique needs of children with communication difficulties. It is amazing to watch these families grow in their learning and abilities

to communicate with their children while watching the children expand on their communication skills and improve their social-emotional relationship with their parents, siblings, and other family members. I understand the variety of hurdles that come with being a parent of a child with communication difficulties and I aim to teach and support these parents to guide their children to reach their greatest potential. Specifically, I specialize in early intervention services serving children from birth to 3 years old and their families. Early intervention is unique in the fact that it is a family-centered approach when providing therapy services to children. As an early intervention therapist, I coach parents in finding ways within their daily routines to improve their children's communication abilities.



Lauren: I have been drawn to working with infants with feeding challenges since the beginning of my career as a speech-language pathologist. I learned a great deal from the team members at the children's hospital where I previously worked. I decided to pursue

my doctorate and conducted research in this field, and have continued to love working with infants with clefts and craniofacial differences. I am thankful to find an opportunity to be closer to my family, which is what brought me to LCPC. Assisting families in the feeding care of their infants with clefts is extremely rewarding and I am so thankful to have the opportunity to be part of their journey.

How do you help families with a child with a cleft lip and/or palate?

Krista: As an early intervention specialist and new therapist at LCPC, I aim to not only provide the education of early intervention to our team members but also support our patients and their families as they navigate the early intervention system. We also aim as a speech therapy department to educate other early intervention professionals in cleft lip and palate identification and educate them on cleft-specific intervention approaches. I look forward to continuing to grow the early intervention portion of the speech department and help all of our infants and toddlers with communication difficulties to reach their maximum potential.

Lauren: As a feeding specialist, I assist with developmental feeding milestones, such as preparation for cleft-related surgical interventions or the introduction of solid foods. This support is helpful if any questions or concerns arise. While I primarily focus on the aspects of feeding care, I also collaborate and coordinate with many other members of our team to help the child and family. For infants, I work with families to ensure their baby can feed effectively and efficiently. During infancy, this often begins with the introduction of cleft-specific bottles. The LCPC team will then follow the infant and family in the early stages of life to ensure feeding is going well and growth milestones are met. Families are sometimes informed of the possibility of a cleft during a prenatal ultrasound, so we are also able to offer prenatal appointments to provide families with essential feeding information prior to their little one's birth. This is why team care is of utmost importance for children with clefts and their families.

GROWING OUR IMPACT

Bipartisan State and Federal Funding Supports Our Craniofacial Services

Improving community awareness of our life-changing work is one of the most important things we do to ensure that LCPC has the support and resources it needs to serve our patients. Each year, representatives from the Clinic travel to Harrisburg, PA to meet with our elected officials at the Capitol Building. During these visits, we work to educate government officials from across Pennsylvania about our cleft and craniofacial care, dental, speech, and audiology services for the community.

These visits are incredibly impactful. Without exception, every senator, house member, governor and government official who learns about our mission supports our cause. Regardless of party affiliation, Democrats and Republicans work together on behalf of the Clinic and its patients.

One might ask, what does the state government have to do with cleft and craniofacial care? The answer varies from state to state, and even within Pennsylvania. For LCPC, over one quarter of our budget comes from a joint state and federal program that supports health care institutions serving a large number of patients who have Medicaid or Medicare as health insurance. Medicaid is a public insurance program that provides health insurance coverage for individuals with special health care needs or who meet certain income requirements. Medicare is a public medical insurance program for senior citizens. Since many of our patients are born with special health care needs, they are eligible to receive Medicaid in Pennsylvania. Medicaid insurance plans generally pay a low rate of reimbursement for health care services to the Clinics who accept them. As a result, these Clinics could not afford to stay open without outside support or other sources of income.

We are proud to work with Wodjak Government Relations in Harrisburg to facilitate this work, with special thanks to Mark Richards and Mike Lane who are invaluable in helping us navigate complicated government rules and regulations. Their firm has helped LCPC foster and strengthen relationships with individuals who create policy, write laws, and fund our state budget.



Eleven years ago, the LCPC Board of Directors first selected Wodjak's firm to help represent the Clinic in Harrisburg. At the time, the Clinic had recently separated from its partnership with Lancaster General Hospital. LCPC had to re-establish itself as an independent nonprofit Clinic. It was a very challenging environment, particularly as major health systems looked to expand their foothold in Lancaster County and surrounding areas. Despite those challenges, LCPC emerged stronger than ever, in large part because of government support.

THANK YOU

TO OUR GENEROUS SUPPORTS

With sincere gratitude, we thank the following donors for their support of our mission with a gift received between July 21, 2022 and June 30, 2023. This list includes gifts made through the Lancaster County Community Foundation's 2022 Extraordinary Give.

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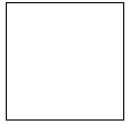
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GROWING A BRIGHT FUTURE,
TOGETHER

